



MEETING AGENDA

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	August 6, 2019	Organizer:	Tony Anderson
Meeting Time:	10:00am – 11:00am	Location:	MNLARS Conference Room Conference # – 888-742-5095 User ID – 479-123-8771

Purpose of the Meeting
The purpose of the meeting is to discuss vehicle services business processes and communications.

Attendance at Meeting					
Invited:	Position:	✓	Invited:	Position:	✓
Amber Backhaus	Minnesota Automobile Dealers Association		Mary Filzen	Hutchinson Deputy Registrar Office (MDRA)	
Amanda Coppin	South St Paul Deputy Registrar Office (DRBOA)		Patty Hanscom	Faribault Deputy Registrar Office (DRBOA)	
Jared O'Reilly	St Paul Deputy Registrar Office (MDRA)		Jennifer Kurtzhalts	Dakota County Deputy Registrar Office (MDRA)	
Chuck Moulder	Hennepin County Deputy Registrar Office (MDRA)		Erin Olson	Rochester Deputy Registrar Office (MDRA)	
Sidney Hagen	Scott County Deputy Registrar Office (DRBOA)		Matt Krumholz	Martin County Deputy Registrar Office (DRBOA)	
Jim Forsell	Deputy Support Supervisor		Craig Plummer	Title and Registration Manager	
Allison Malack	MNLARS Business Analyst		Jody Verdon	MNLARS Business Analyst	
Tony Anderson	MNLARS Program Director		Becky Mechtel	MNLARS Information Officer	



MEETING AGENDA

Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Tony Anderson	
Release 1.16.1 Update	Tony Anderson	
Release 1.16.2 Update	Tony Anderson	
Vehicle Services Reminder / Communication Opportunities	All	
Review Assigned Action Items	Tony Anderson	

Action Items Assigned		
Date Assigned:	August 6, 2019	
Assigned Owner:	Due Date:	Assigned Action Item:

Previous Meeting Minutes
<p>July 24, 2019</p> <ul style="list-style-type: none"> • Introductions / Attendees <ul style="list-style-type: none"> • Amber Backhaus, Mary Filzen, Amanda Coppin, Patty Hansom, Jared O'Reilly, Jennifer Kurtzhalt, Chuck Moulder, Erin Olson, Jim Forsell, Craig Plummer, Allison Malack, Jody Verdon and Beckey Mechtel • Review Previous Action Items <ul style="list-style-type: none"> • See notes in previous action items • Release 1.16.1 Update <ul style="list-style-type: none"> • Discussed the release scheduled for Sunday, July 28th • Amanda had some questions on the transactions that need to be tested



MEETING AGENDA

- Transactions on Sunday are to confirm that users can get to the cart and the new fees are not active (effective August 1, 2019)
- Complete range of different transaction types
- Additional live testing will occur at 7am on Thursday, August 1st to ensure the technology surcharge and the increased filing fees are being collected
- Transaction types to be tested are apply for title, create transfer application, renew registration, duplicate title and make sure that the new fees appear

- Release 1.16.2
 - Discussed the content of the release
 - Amanda had a question if there is going to be UAT testing
 - Yes, UAT testing will occur

- Dealer Statement of Perfection to a Secured Party – Form & Communication
 - Amber talked about the form and the team discussed the following questions
 - How to complete the form
 - Where does the form go
 - Should the form be scanned and part of the title application
 - Should the dealership keep the form with the transaction jacket at the dealership
 - Why does the form have to come back to DVS
 - Communication on the legislation and the form will be sent out in the dealer update

- Closing of Daily Reports
 - Jim discussed how the daily reports are not closed out in a timely manner and the need for the reports to be closed out

- Mileage – Data Entry 1 Mile
 - The work around for the repossessions on the mileage since every vehicle is requiring an odometer reading
 - Not required for vehicles 10yrs and older

- VTRS Project
 - Tony was not in attendance to provide an update

- Vehicle Services Reminder / Communication Opportunities
 - Amanda discussed that she was still trying to figure out the workaround for the personalized plate w/ IAHAWK1 and IAHAWKI
 - Action Item – Craig
 - Amanda had a transaction that had the wrong PS2000 to a title that was issued
 - Team discussed repossessions with deficiencies
 - There was a bond and now the vehicle is being repossessed
 - Action Item – Craig – identify the process



MEETING AGENDA

- Amanda had a transaction for a vehicle purchased from a dealer in Florida and the temp tags expired – customer is trying to get plates in Minnesota
 - Action Item – Craig – identify how to process the transaction
- Communication reminder on the policy for searching records
 - Action Item – Beckey – work with the Office of Communications to send out communication on the policy for searching records
- Review Assigned Action Items
 - See notes in previous action items

June 11, 2019

- Introductions / Attendees
 - Amber Backhaus, Amanda Coppin, Patty Hansom, Beckey Mechtel, Allison Malack Jody Verdon
- Release 1.16 Update
 - Release is on track and live testing is scheduled for next week
 - Regression testing is 70% complete
- Vehicle Services Reminder / Communication Opportunities
 - Clarification for dealers changing vehicle status from daily rental to held for resale to daily rental
 - Discussed the scanning of IDs
 - Discussed fast track requests
 - Questions regarding the EVTR flyer from Synadapt
 - Discussed tax exempt trailers
 - E-Support info moving to InfoHub
 - Legislative bulletin is in the works
 - MADA is working on their document and will work w/ Beckey

Previous Action Items Assigned				
Date Assigned:		June 25, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Craig Plummer	July 12, 2019	July 23, 2019	Complete meeting minutes from June 11 th meeting
Date Assigned:		July 9, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:



MEETING AGENDA

	Becky Mechtel	July 23, 2019		Review communication that was previously sent out regarding the conversion of commercial one ton truck to non-commercial one ton truck
	Becky Mechtel	July 23, 2019		Develop communication to Deputy Registrars on how to handle titles that should have been issued a conditional title
Date Assigned:		July 23, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Becky Mechtel	August 6, 2019	July 25, 2019	Communication to the dealers and Deputy Registrars on the Dealer Statement of Perfection to a Secured Party
	Craig Plummer	August 6, 2019		Evaluate the issuance of personalized plate with IAHAWK1 / IAHAWKI
	Craig Plummer	August 6, 2019		Identify process on repossessions w/ deficiencies
	Craig Plummer	August 6, 2019		Process to complete the transaction for a permit from a Florida dealer and the permit is expired
	Becky Mechtel	August 6, 2019		Communication on the policy for searching records

Next Meeting				
Date:	August 20, 2019	Time:	10:00am-11:00am	Location: MNLARS Conference Room